Are there any guidelines as to the use of anti-virus software for Drivve | Image, Drivve | DM and Drivve | Print?

Knowledge base article #1339

Yes, there are such guidelines. These concern directories, files and ports to be excluded and are listed in this FAQ.

Drivve | Image Version 5 and higher

Because of the huge amount of anti-virus software, it is not possible to test which anti-virus software causes problems if installed on the Drivve | Image server.

The following directories are part of Drivve | Image
Drivve | Image program folder, default is "C:\Program Files(x86)\Drivve\Drivve Image".

The following applications are part of Drivve | Image

- DrivveImageService.exe
- DrivveImage.exe
- DrivveManagement.exe
- DrivvePrintService.exe
- ..\system\DrivveEngine\DrivveImageJobProcessor.exe

The following ports are used by Drivve | Image

The following documents give you an overview of the used ports.

- Network communication Sharp OSA 2
- Network communication Sharp OSA 3, 4 and 5
- Network communication Toshiba EWB and EBX
- Network communication Xerox EIP
- Network communication Kyocera HyPAS
- Network communication: Samsung XOA, Canon ScanFront, Fujitsu network scanner, Lexmark

Network Communication: Sharp OSA 2

Device -> Drivve | Image Server

Communication going from the device to the Drivve | Image server is configured in the IIS-Configuration application. The protocols Http/Https and Ftp are used for communication. The following ports are used:

- Http: 9000 (default)
- Https: 4443 (default)
- Ftp: 24 (default)

Figure 1: IIC Configuration Application

The ports cannot be configured using the IIS-Configuration application on a Windows XP operating system. In order to change them, you have to change the ports using the Windows IIS Manager.
Regarding Ftp, the configuration is within the Drivve | Image administration application (**Tools > Options**).

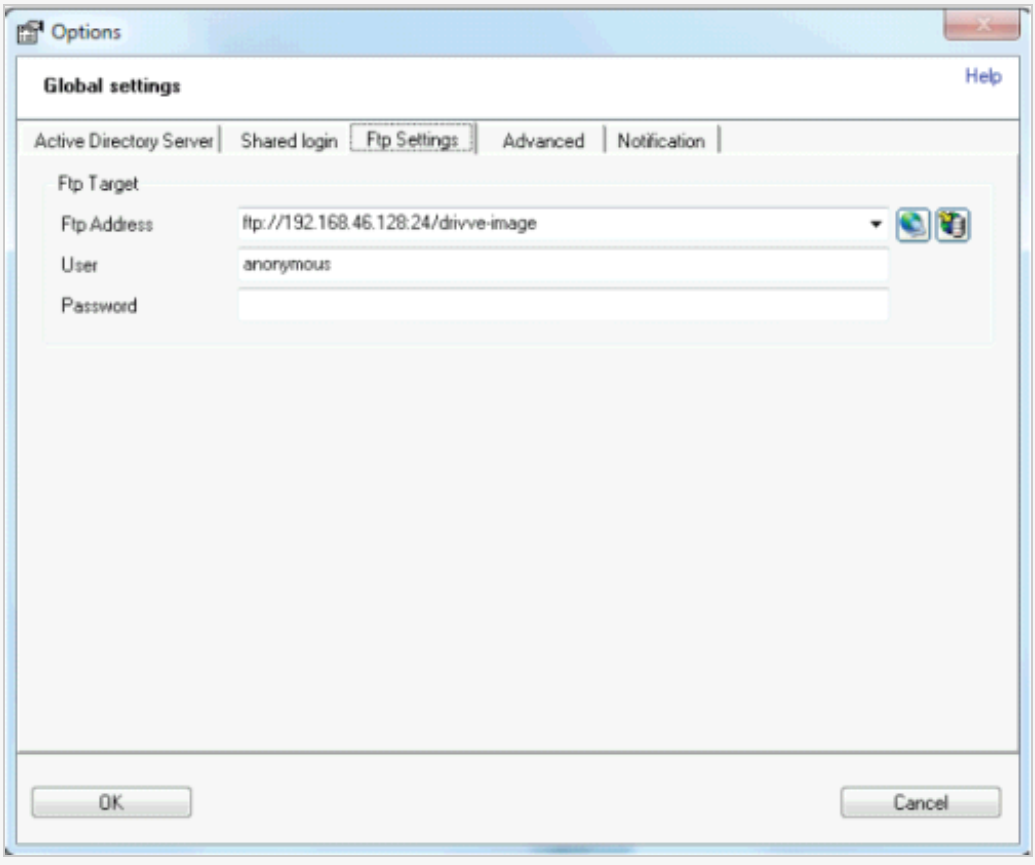


Figure 2: Ftp Settings in **Tools > Options**

Warning
Since April 2014, Windows XP is no longer supported

Drivve | Image Server -> Device

Communication going from the Drivve | Image server to the device is configured in the Sharp device web interface under **Security Settings -> Port Control**. The Http/Https protocol is used for communication. The following ports are used:

- Http: 80 (default)
- Https: 443 (default)

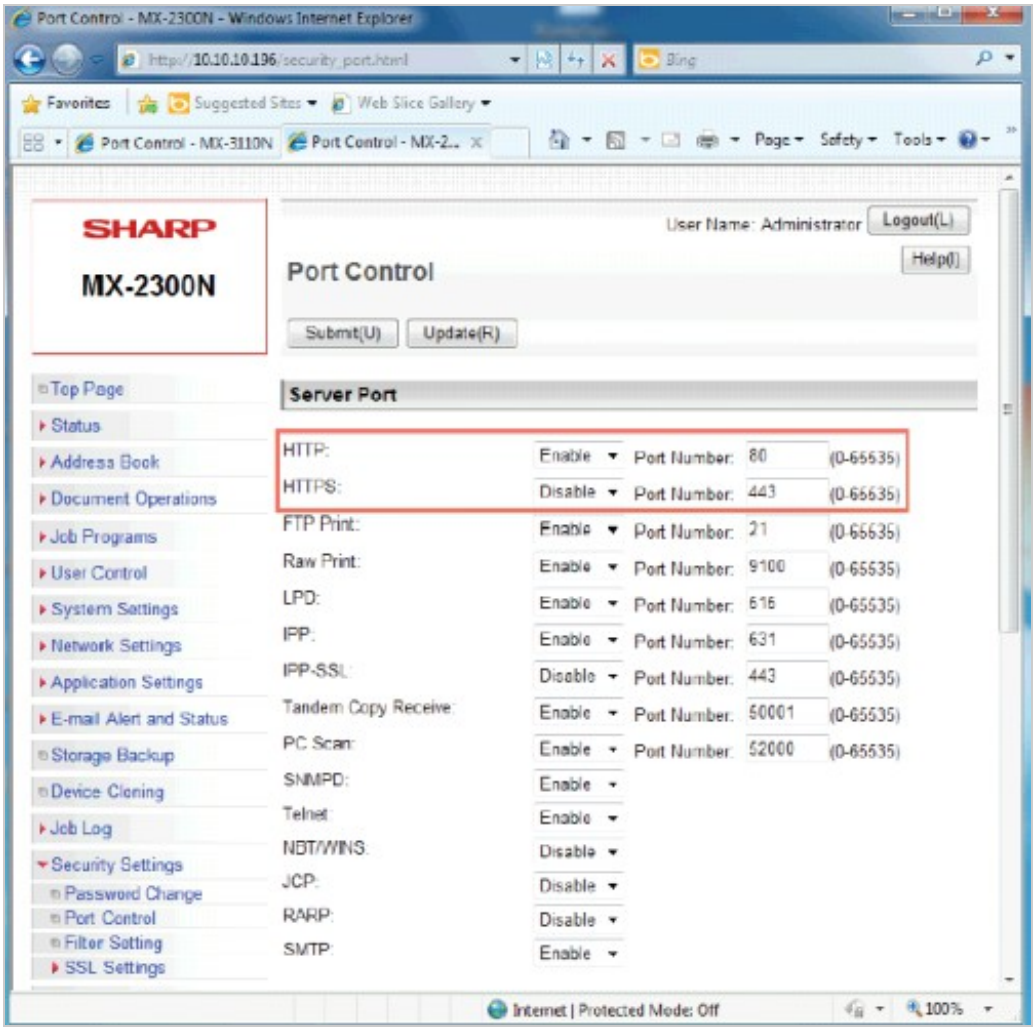
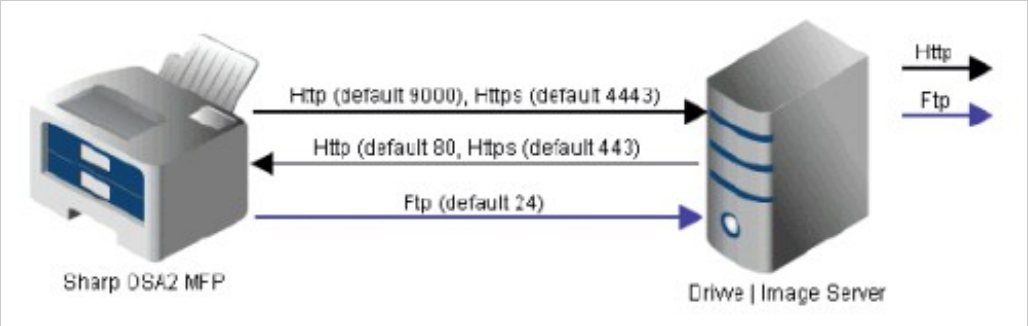


Figure 3: Web administration page of the device

Network communication - schematic overview

The Sharp OSA 2 devices use two different protocols: Http and Ftp.



The Sharp OSA 2 device requires two network protocols, Http/Https and Ftp:

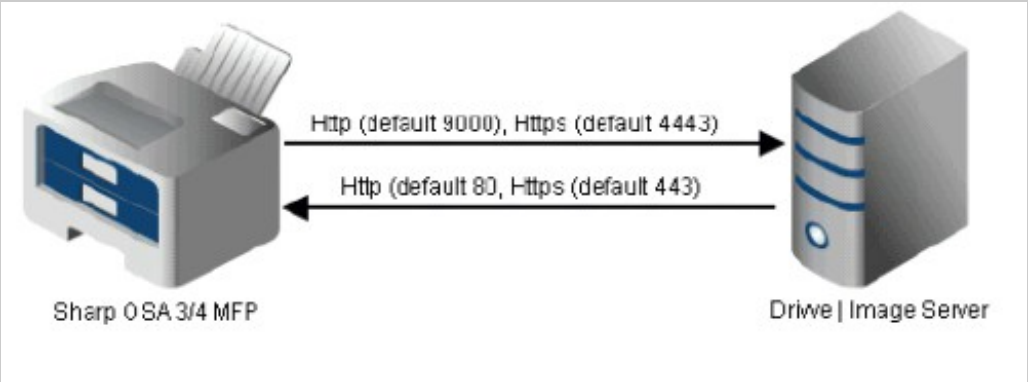
- Http/https is used for requests going from the device to the Drivve | Image server and requests that are sent from the Drivve | Image server to the device.
- Ftp is used to store the scanned document pages to the Drivve | Image server.

The TCP/IP ports used can be configured.

Network Communication: Sharp OSA 3, 4 and 5

Network communication - schematic overview

Sharp OSA 3, 4 and 5 devices only communicate through the Http/Https protocol.

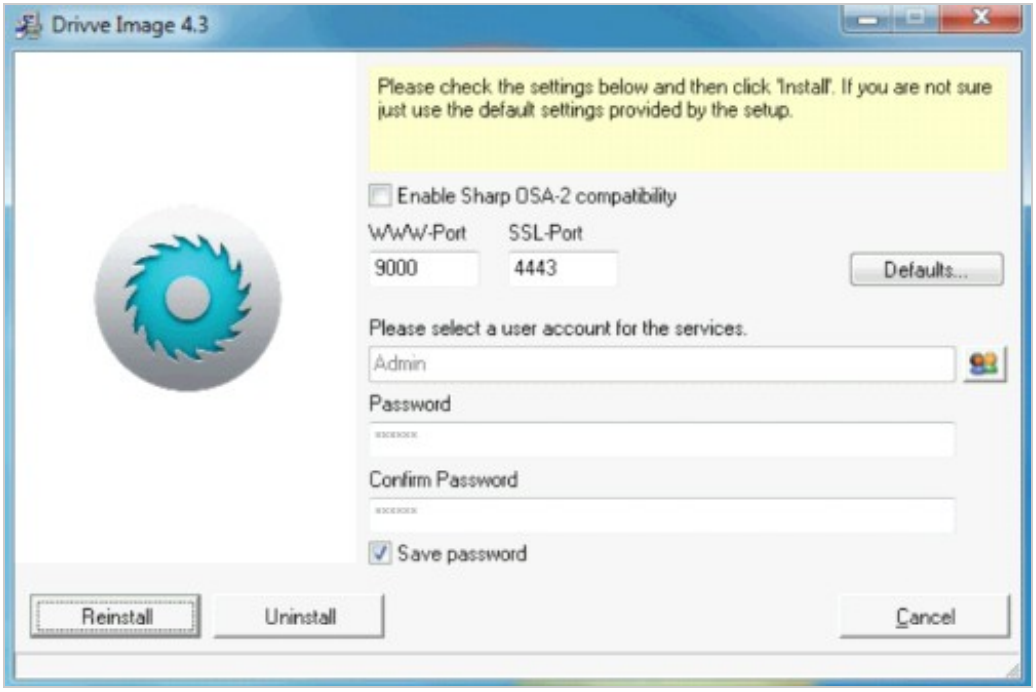


The TCP/IP ports used can be configured.

Communication from the device to the Drivve | Image Server

Communication going from the device to the Drivve | Image server is configured in the IIS-Configuration application.
The Http/Https protocol is used for communication. The following protocols/ports are used:

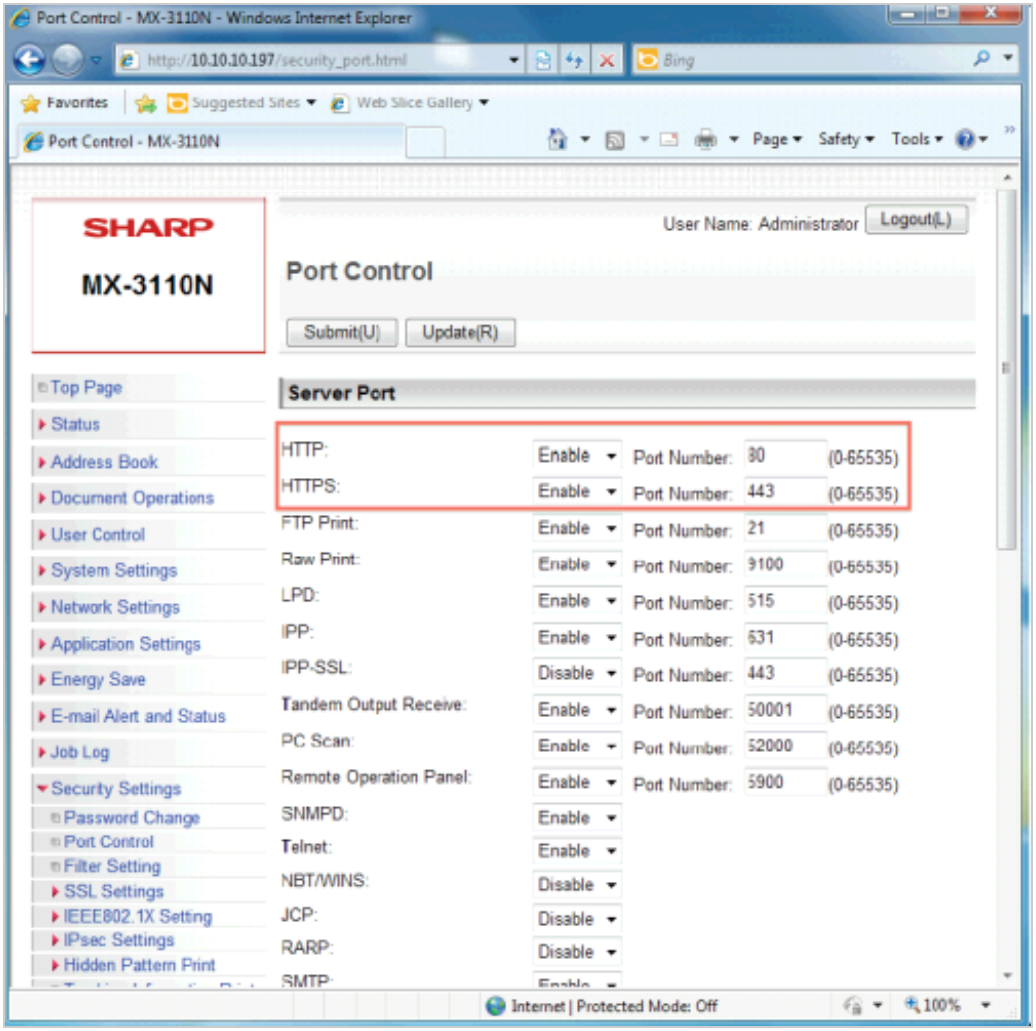
- Http: 9000 (default)
- Https: 4443 (default)



Communication from the Drivve | Image Server to the device

Communication going from the Drivve | Image server to the device is configured in the Sharp device web interface under "Security Settings - Port Control". The Http/Https protocol is used for communication. The following protocols/ports are used:

- Http: 80 (default)
- Https: 443 (default)



Drivve | Image Device Management

In the Drivve | Image Device Management, the following protocols/ports are used bidirectionally:

- SNMP / Port 161
- HTTPS / Port 443
- HTTP / Port 80

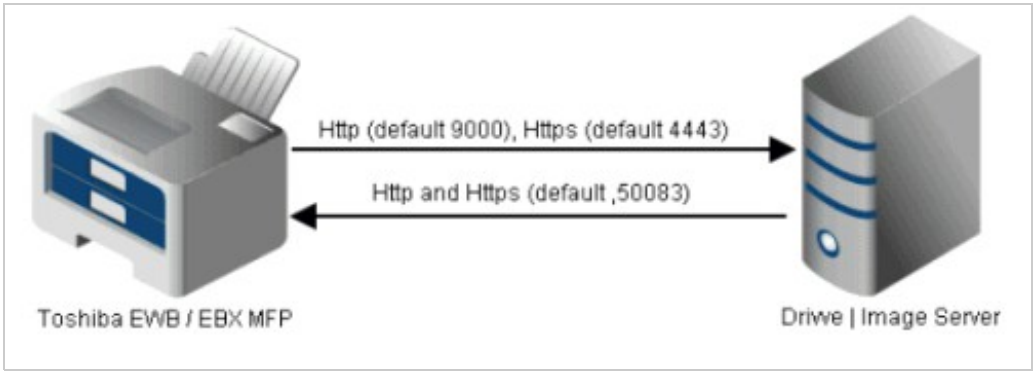
Note
If Drivve | Image cannot retrieve device information using the SNMP protocol, the ARP protocol is used.

Network Communication: Toshiba EWB and EBX

Network communication - schematic overview

Toshiba devices use only the Http/Https protocol. Communication goes into 2 directions:

- Communication from the device to the Drivve | Image server
- Communication from the Drivve | Image server to the device



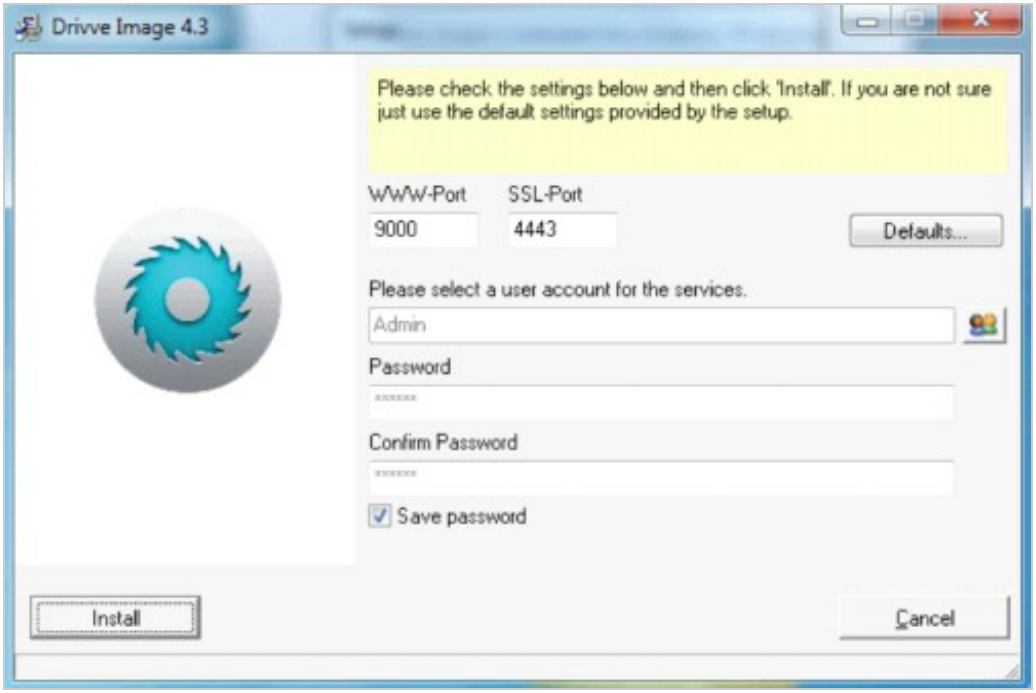
The TCP/IP ports used can be configured.

Communication from the device to the Drivve | Image Server

Communication used by the device to connect to the Drivve | Image server is configured in the IIS-Configuration application. The Http/Https protocol is used for communication.

The following protocols/ports are used:

- Http: 9000 (default)
- Https: 4443 (default)



Communication from the Drivve | Image Server to the device

Communication going from the Drivve | Image server to the device is configured in the device administration web interface. For the communication between server and the device, the Http/Https protocol is used. The used port is port 50083 (default).

Drivve | Image Device Management

In the Drivve | Image Device Management, the following ports/protocols (bidirectional use) are supported:

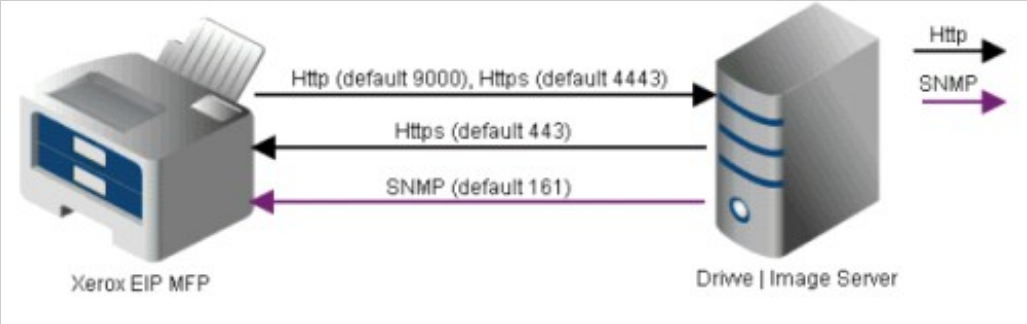
- SNMP / Port 161
- HTTPS / Port 443
- HTTP / Port 9090 (used functions: WSDL/SOAP Web Service)
- IPPS / Port 443

Note
If Drivve | Image cannot retrieve device information using the SNMP protocol, the ARP protocol is used.

Network Communication: XEROX EIP

Network communication - schematic overview

The Xerox EIP devices use the Http and the Snmp protocol.



The TCP/IP ports used can be configured.

Communication from the device to the Drivve | Image Server

Communication going from the device to the Drivve | Image server is configured in the IIS-Configuration application.

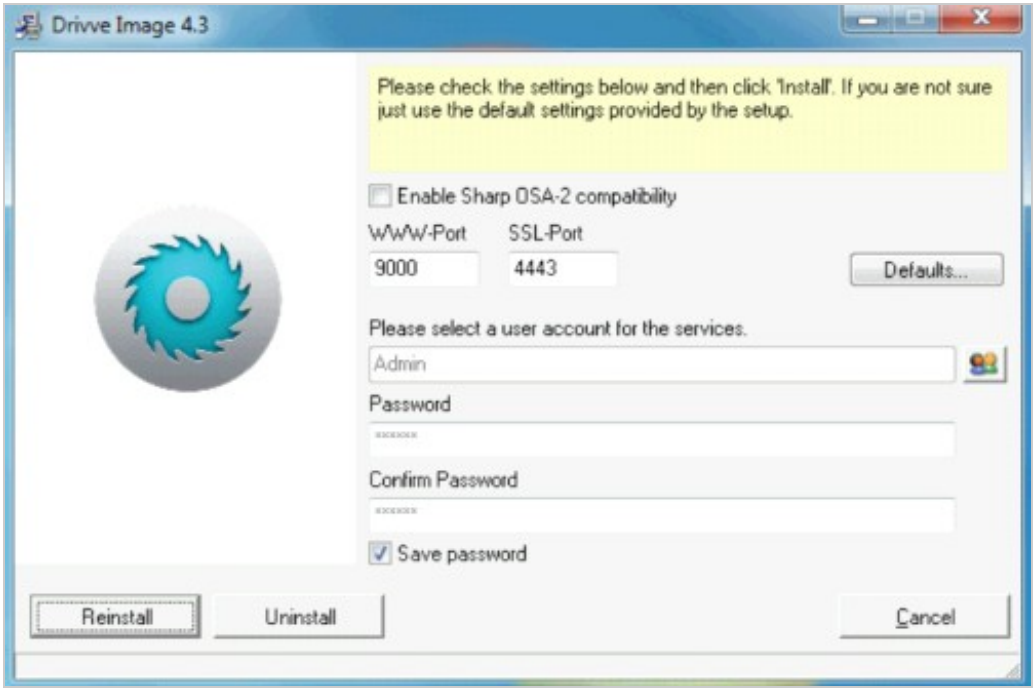


Figure 1: IIS Configuration application

The Http/Https protocol is used for communication. The following ports are used:

- Http: 9000 (default)
- Https: 4443 (default)

Communication from the Drivve | Image Server the device

Communication going from the Drivve | Image server to the device is configured in the Xerox device web interface under **Connectivity - Protocols - Http**. The protocols Http and Snmp are used for communication. The following ports are used:

- Http: 443 (default)
- Snmp: 161 (default)

Figure 2: Web administration page of the device

Drivve | Image Device Management

In the Drivve | Image Device Management, the following protokols/ports are used bidirectionally:

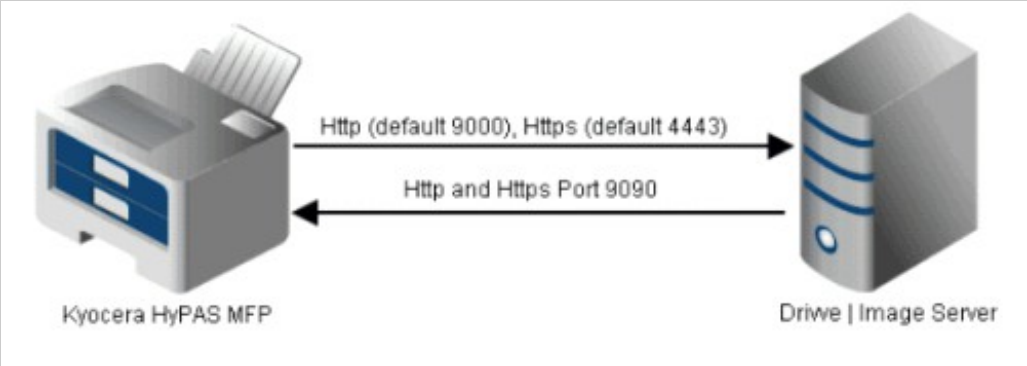
- SNMP / Port 161
- HTTPS / Port 443
- HTTP / Port 80

Note
If Drivve | Image cannot retrieve device information using the SNMP protocol, the ARP protocol is used.

Network Communication: Kyocera HyPAS

Network communication - schematic overview

Kyocera devices use only the Http protocol.



The TCP/IP ports used can be configured

Communication from the device to the Drivve | Image Server

Communication used by the device to connect to the Drivve | Image server is configured in the IIS-Configuration application.

The following protocols/ports are used:

- HTTP / Port 9000 or
- HTTPS / Port 4443

Communication from the Drivve | Image Server to the device

Communication going from the Drivve | Image server to the device uses the following protocols/ports:

- SNMP / Port 161
- HTTPS / Port 8080 JAMP servlet
- HTTP / Port 9090 - WSDL/SOAP Webservice

Drivve | Image Device Management

For the Drivve | Image device management, the following protocols/ports are used bidirectionally:

- SNMP / Port 161
- HTTPS / Port 443
- HTTP / Port 9090 - WSDL/SOAP Webservice

Note
If Drivve | Image cannot retrieve device information using the SNMP protocol, the ARP protocol is used.

Network Communication: Samsung XOA, Canon ScanFront, Fujitsu Network Scanner, Lexmark

Network communication - schematic overview

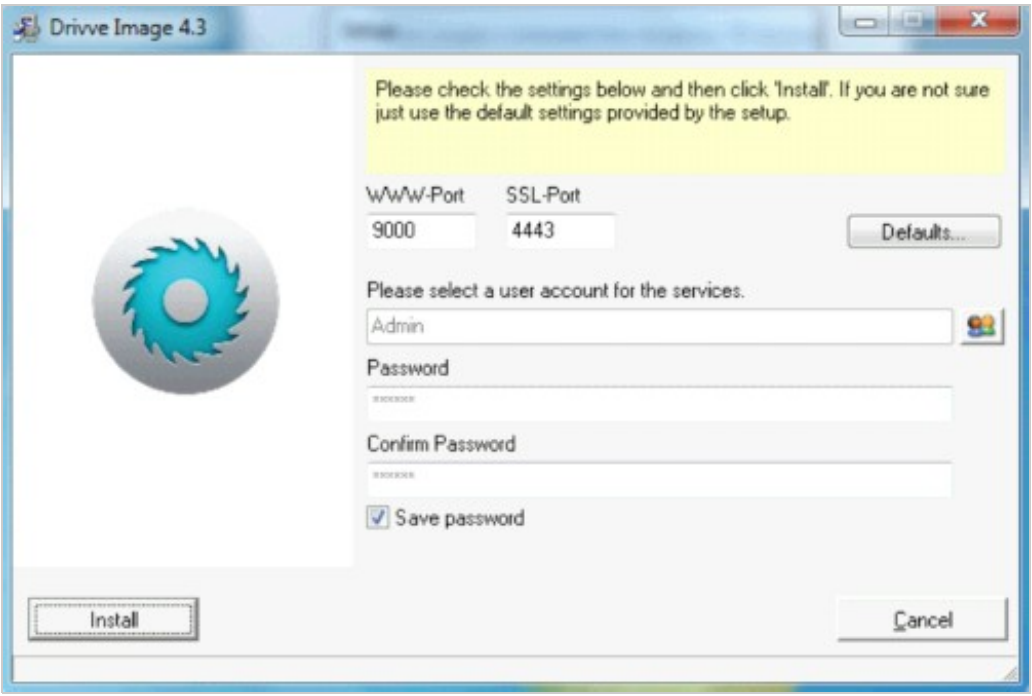
The Samsung XOA, Canon ScanFront, Fujitsu Network Scanner and Lexmark devices only use the Http/Https protocol. These devices are the only devices comunicating only in one direction, namely from the device to the Drivve | Image server.

The TCP/IP ports used can be configured.

Communication from the device to the Drivve | Image server

Communication going from the device to the Drivve | Image server is configured in the IIS-Configuration application. The Http/Https protocol is used for communication. The following protocols/ports are used:

- Http: 9000 (default)
- Https: 4443 (default)



Note
On a Windows XP operating system, the ports cannot be configured using the IIS-Configuration application. In order to change the ports, you have to use the Windows IIS Manager.

Warning
Since April 2014, Windows XP is no longer supported

Drivve | Image Device Management

In the Drivve | Image Device Management, the following protocols/ports are used bidirectionally:

- SNMP / Port 161 (not in the case of Fujitsu Network Scanners)
- HTTPS / Port 443

Note: Retrieving device information
Samsung XOA, Canon ScanFront Lexmark:
If Drivve | Image cannot retrieve device information using the SNMP protocol, the ARP protocol is used.

Fujitsu Network Scanners:
Drivve | Image always tries to retrieve device information using the ARP protocol.

Drivve | DM Version 2.5 and higher

The following directories are part of Drivve | DM
Drivve | DM program folder, default C:\Program Files(x86)\Drivve\Drivve DM
Drivve | DM database folder, default C:\Drivve DM-Database

The following applications are part of Drivve | DM

- XmlServer.exe
- DrivveDmHtmlService.exe
- DrivveDmProxyService.exe
- WindowsServiceWrapper.exe
- Javaw.exe
- Java.exe
- Redis-Server.exe

The following ports are used by Drivve | DM

The following ports are used:

- 8081
- 8082

Drivve | Print Version 4.0 and higher

Folders to be excluded

- Drivve | Print program folder, by default ***C:\Program files\Drivve\Drivve Print***
- Folder of the spool files, by default ***C:\Windows\System32\Spools\PRINTERS***